




STANDARD OPERATING PROCEDURES

Insurance Claims Standard Operating Procedures

STATEMENT

The Paraplegic and Quadriplegic Association of South Australia Incorporated (PQSA) will ensure the effective management of Insurance Claims through the provision of effective delegation of duties.

Approved by:  Chief Executive Officer	Date: November 2016
Registered by: Manager, Human Resources	Date: November 2016

SCOPE

Compliance with these procedures is a condition of appointment for all workers engaged to provide services on behalf of PQSA.

PROCEDURES

Corporate Vehicle Insurance Claims

The Employee is responsible for:

1. Completing an Incident/Concern Report Form and forwarding it to the Human Resource Department.
2. Obtaining and completing an Insurance Claim form and returning the form to the Finance Department within two (2) business days of the accident. Where the employee is unable to complete form due to injury this will be undertaken by the Divisional Manager.

The Finance Department is responsible for:

1. Claim form to be given to the employee by Finance Department.
2. Finance Department to lodge claim with PQSA's Insurers.
3. Insurance Company to notify repairer and Finance Manager of insurance claim number and authorisation to proceed with repair. Arrangement of repairs to be completed within 2 business days.

The Human Resource Department is responsible for:

1. Recording the incident
2. Scanning and forwarding a copy of the Incident/Concern Report Form to the Finance Manager and the employee's Divisional Manager.

Persons Responsible for Corporate Vehicle Repairs:

- **Own Corporate Vehicle** – Employee to liaise and arrange repairs. **Can book a Corporate Vehicle via Reception for replacement during repair period.
- **Corporate Vehicle** – Finance Manager and Personal Assistant to liaise and arrange Repairs.
- **ESW Vehicle** – Divisional Manager to nominate HomeCare+ Nominee to liaise and arrange Repairs. **Can book a Corporate Vehicle via Reception for replacement during repair period.

Non Vehicle Insurance Claims

The Human Resource Manager is responsible for:

1. Completing and lodging Insurance Claim form with PQSA's Insurers.
2. Creating Critical Incident folder:
I:\Human Resources\Complaints, Incidents, Grievances
3. Updating Serious Incident-Concern Register.

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